



The Maricopa County Employees Combined Charitable Campaign (CCC) is moving full speed ahead. An overview of the campaign was presented to both the Central and Peoria staffs in September. The Gilbert WDD and Mesa Head Start staffs will have their CCC presentations in October.

The goal of the Human Services Department this year is to encourage everyone to contribute - even if it is just \$1.00 a paycheck, or \$52.00 a year. No amount is too small, or too large! All contributions will be kept confidential. Make your contribution on-line by logging onto the EBC website, selecting "Combined Charitable Campaign" from the index, and then clicking on the United E-way On-line pledge link. Thanks to everyone who has made a donation.

From A-S here is a list of county and department activities planned in conjunction with the CCC:

- **Auction (on-line).** Click on the Combined Charitable Campaign section on the EBC and click on the auction link.
- **Book Fair.** Donate your used books/CDs/videos and buy more for only \$1.00 each. Located at HSD Central on the north side of the building.
- **Casual Days.** Make a one time donation of \$25.00 and dress casually from now until October 17. A \$2.00 donation allows you to dress casually for one day. Proceeds benefit the EASE Program (Employees Assisting and Supporting Employees.)
- **Craft Fair.** Thursday, October 23, 2003, 9:00 a.m. to 3:00 p.m. 201 W. Jefferson, Change of Venue - Outside Patio.
- **Halloween Bowl.** Saturday, October 25th, 7:30 p.m. Contact Joyce Gaylor at 506-4848 or Diane Hilow at 506-0297 if you are interested in participating, or in organizing a team.
- **Softball Game.** Saturday, November 8th. Call Todd Berndt at 506-2360 to register for the HSD Homers.

CCC UPDATE
Donations:
\$3,948
Participation:
9.5%

Star Awards



September

Anna Aguilera
Elizabeth Claus
Nancy Devanna
Kim Dexter
Shannon Gideon
Lorena Joaquin
Marilyn Kallina
Nahrain Lazar
Christine Lori
Desiree Murdock
Marie Musall
Chuck Nasett
Karen Render
Ninfa Rodriguez
Carlo Saldana
Vi Todd
Mary Valenzuela
David Verill
Ann White



Work Matters is the Maricopa County Human Services Department employee newsletter. To submit story ideas, contact Diane Hilow, communications coordinator. We'd love to hear from you!

234 N. Central, Suite 3201
Phoenix, Arizona 85004
Phone: 602-506-0297
Fax: 602-506-5530
E-mail: dhilow@mail.maricopa.gov

WORK Matters

Maricopa County's Human Services Department

October 2003

Head Start / Early Head Start Program Receives Three NACo Awards



Supervisor Don Stapley (left) congratulates **Richard Eaton**, MIS coordinator (second from left), for his innovative work on the Child, Adult and Staff Information Tracking Application (CASITA) Program.

Three programs in the Human Services Department (HSD) Education Division were awarded prestigious NACo achievement awards in a ceremony on September 10th. Staff were congratulated for their outstanding achievements by the members of the Maricopa County Board of Supervisors and County Administrator David Smith.



(Above:) The award for the East Valley Institute of Technology Collaboration (EVIT) Program was awarded to **Vi Todd**, grant program manager (left front), **Amy Corriveau**, area coordinator (center front) and **Ann Marie Corriveau**, teacher (right front).

(Left:) The Early Head Start Juvenile Corrections Collaboration Program received a "Best of Category" in addition to its achievement award. It was accepted by (front row from left to right): Armando Gomez, Assistant Superintendent for Black Canyon Juvenile Institution; **Tammy Ruiz**, teacher, Black Canyon; Judy Dyess, Superintendent for Black Canyon; and **Mindy Zapata**, operations manager east side.

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Open Enrollment in October

Open enrollment for ALL group insurance programs begins on October 13, 2003 and ends on November 3, 2003 at 5:00 pm. Everyone MUST participate in this enrollment period, or you will be assigned to single Health Select plan by default.

The booklet "Know Your Benefits for 2004" is being distributed along with this paycheck. Please read it carefully since under federal law it is difficult to make any changes in your selection after the close of the open enrollment period. While paper enrollment forms will still be available, the benefits office would like to have as many employees as possible enroll online. The online system will be available through the EBC and the internet.

If you have any questions on the plans or the process, please contact Cathy Campbell at the Mesa Head Start Office, (480) 464-9669 x230, Angie Hernandez at (602) 506-4807 or Mark Brauhn at (602) 506-4672. ■

Director's Corner



Annette Stein,
HSD Acting Director

The past two months as acting director of the Human Services Department have been a fascinating and an incredible learning experience. I'm still learning the nuances of the various programs our department offers, and I am enjoying meeting all of the wonderful HSD staff members in the process. I want to thank all of you who work hard and are dedicated to your jobs. Keep up the good work!

I'm extremely proud of our Early Head Start/Head Start staff for being awarded three prestigious awards at the recent NACo ceremony. It's quite an honor to be recognized as leaders and innovators in our field and among our colleagues.

I'm also proud of everyone who has donated to the Combined Charitable Campaign (CCC) fundraiser. Remember you can designate your contribution to your favorite charity, or choose to distribute it among eight different service agencies.

While presenting a CCC workshop in Peoria, I had the opportunity to take a tour of the MWC Career Center. I was impressed with the activity at the Center and the attention to customer service extended by staff members. I'm looking forward to meeting additional staff when I tour the Mesa Head Start and the Gilbert MWC facilities in the upcoming weeks. As I meet and speak with you, I'm interested in your suggestions and encourage you to bring forth your ideas on how we can continue to make HSD a successful, productive, forward-thinking department. ■

Community Services Commission Reviews CSA Formulas

For the past several months, the Community Services Commission has been discussing the impact of changing Community Service Areas (CSA) and realigning them to match Municipal Planning Areas (MPA). The discussion was based on the recent release of the 2000 US census data which included updates on poverty and population for Maricopa County.

In addition the Commission has been working on updating a ten year old funding formula that will impact the 13 Maricopa County Community Action Programs (CAPs.) The Commission is dedicated to ensuring that resources are distributed based on population and poverty growth within Maricopa County, while remaining sensitive to protecting the current CAP infrastructure.

Members of the council reviewed funding distribution formulas and best practices utilized by other counties similar to Maricopa County. The council voted to accept proposed boundary changes to the CSA to match the MPA if funding was equitable to the boundaries.

After reviewing several options, and several different funding formulas, the council voted on a formula that bases each CSA share of 125% FPL/Base/without a loss limit. The council felt that this option was a win-win solution for everyone. ■

What's the Buzz?



Thanks to Olga Silva for the story and Stan Montoya for the photo.

Get Connected

Maricopa Workforce Connections (MWC) will be spending the upcoming months connecting employees with employers, hoping to create some workforce matches.

On Wednesday, October 8th, from 1:30-5:00 pm, MWC and the Dysart School District will host a job fair at the Dysart High School Cafeteria at 11405 North Dysart Rd. Contact **Jody Ryan** at (623) 934-3231.

MWC and the Arizona Department of Commerce show you how to "Earn While You Learn" through apprenticeship programs. The event is Thursday, October 9th from 2:00 -3:00 pm at the MWC Center at the Estrella Mountain Community College, 3000 North Dysart Road. Contact **Colleen Grady** at (623) 535-2735.

Medical Transcription careers will be the focus of a Career Fair on Thursday, October 23rd from 4:00-6:00 pm at the MWC Career Center in Gilbert. Contact **Jill Buschbacher** at (480) 497-0350.

The Valley Employment Partnership (VEP) consisting of MWC, Phoenix Workforce Connections and the Arizona Workforce Connection in cooperation with the Maricopa Skill Center, will host a job fair on Wednesday, November 5th from 10:00 am-2:00 pm. The VEP job fair will be held at 3000 N. Dysart Rd. in the SouthWest Skill Center at Estrella Mountain Community College in Avondale. Contact **Suzanne Ledy** at (602) 506-4201. ■

The Peoria MWC Career Center was buzzing with activity when a swarm of bees descended in tornado formation and landed on top of the main entrance to the center. The bees piled on top of each other filling a space of approximately 10-12 inches deep and 3-4 feet wide. The fire department was called to the rescue and sprayed foam on the swarm of bees. When it was all over, the dead bees resembled gravel on the parking lot. Fortunately, no one was stung. ■



Halloween Potluck

Thanks to everyone who contributed to the Combined Charitable Campaign (CCC). On Friday, October 31, the CCC committee is organizing a Halloween potluck lunch from 11:00-1:00 pm at 234 N. Central. Dress up, we'll have a costume contest at high noon. If you're interested in attending the potluck, call Anna at 506-4137 or Diane at 506-0297. ■

STS: The Inside Scoop by David Broyles

David Broyles is a Dispatcher/Scheduler for Special Transportation Services. He has been in his current position for 11 months. This month David gives us an insiders view of work life at STS.

I was born January 18, 1955 at Bolling Air Force Base in Washington D.C. (which makes me an "Air Force Brat.") I was in the Air Force for 23 years until moving to Peoria in 1988.

My first contact with Special Transportation Services was when I saw the employment notification for the Maricopa County STS. I was initially attracted to the job because it is a short walk from my house.

I'm responsible for receiving and scheduling transportation requests for the East Valley (Fountain Hills, Scottsdale, Mesa, Gilbert, Chandler, Tempe & Ahwatukee.) I utilize 14 vans to schedule transportation requests, and I maintain tentative schedules for each one of those vans for a 14-day period. The job has its interesting moments. We provide transportation services that help the elderly, low-income or disabled person, all at no cost to them. That's a good deal. They tell us that they don't know what they would do without our services. They also have a tendency to confide in us, to talk to us as if we were their neighbors or friends. It's like having an extended family – without having to send all those Christmas cards.

The people I work with, the drivers, dispatchers, vehicle maintenance, and the supervisors, are also considered part of that "extended family." We're always interested in each others lives, and we share information about whose kids are into trouble (or doing better than usual), our pets (I have two mutant Chihuahuas), who's getting married next (we tried to warn them), and "what's across the street?" (a private joke). And it's all done face-to-face – without computers.

There are times when the clients get frustrated or angry. But, we know it's not directed at us personally. Sometimes, despite our best efforts, we can't always help them. The demand for transportation will always be greater than the available resources. We try to make each new day just a little bit better than the last. It's just another day in Maricopa County . . . where the fun never ends. ■



David Broyles, (right) poses with fellow members of the STS family, Imelda Jimenez (center), and Aurora Cavalcante (left).

The Eagle Delivers in January 2004

Your first paycheck in 2004 will be delivered courtesy of the Eagle. The Eagle is the project name for implementing the PeopleSoft 8.8 Human Resource Management System (HRMS) software. The goal of the software is to improve Maricopa County's human resources technology.

According to Sandi Wilson, Deputy CAO, "The Eagle project will bring Maricopa County human resource practices into the 21st century. When fully implemented we will have developed new business practices, self-service technology and better management information. The PeopleSoft product is a first-in-class, and will make managing our workforce much more efficient. For many years we have lacked the human resource data needed to make better business decisions. With this new tool, we can begin workforce planning efforts and better analyze our human resource issues, ultimately making HR policy adjustments for the betterment of the county and our employees."

Maricopa County has 56 departments, represents nine industries, and employs 14,000 people, all of whom get paychecks and most of whom select from a wide range of benefits. Last year between 40,000-50,000 applications for employment were processed. Much of the work surrounding the human resource management process has been manual, including timekeeping and performance management.

The county's new automation system integrates functions of payroll with recruiting, hiring, human resource management, benefits management, timekeeping and employee and manager self-service. ■